



Ramstein Gateway Reception Center the Army's Gateway to Europe



Ramstein Gateway Reception Center (RGRC)



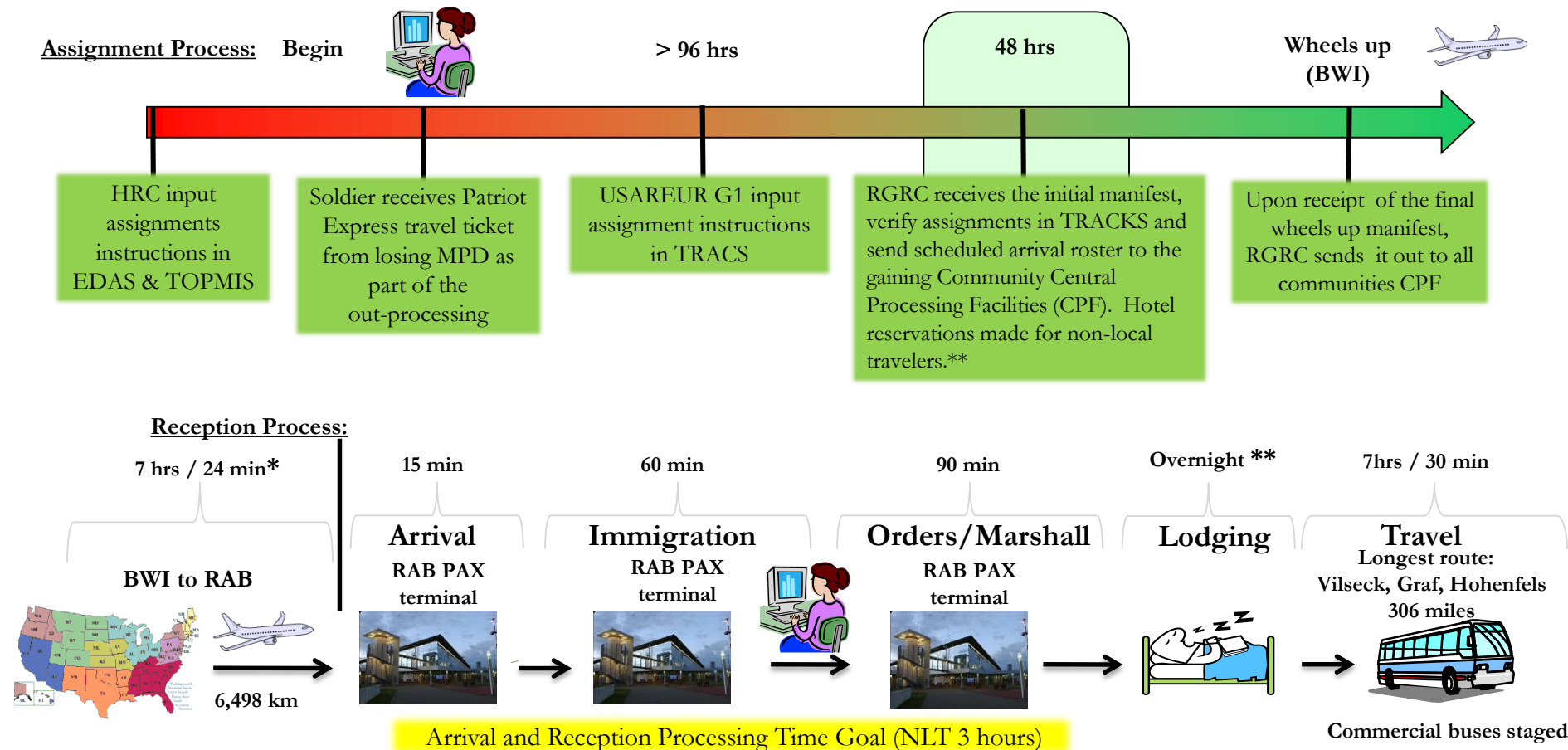
The staff of the Ramstein Gateway Reception Center (RGRC) takes pride in providing “World Class” reception experience for all Soldiers and Family members arriving in the European Theater of Operations.

The RGRC is responsible for ensuring the safe and smooth transition of all Soldiers and Family members arriving at the Ramstein Air Base Terminal and providing transportation to their gaining community’s Central Processing Facility.

Our nine primary directives are to:

- (1) Plan for, staff, provide resources for, and conduct reception, staging, and onward-movement personnel operations at designated international gateway reception centers.
- (2) Ensure 100-percent arrival accountability for Soldiers.
- (3) Provide 100-percent verification and coordination of PCS orders and amendments.
- (4) Coordinate with the USAREUR Theater Adjutant General for any last-minute diversions (that is, diversions that occur less than 60 days before scheduled arrivals).
- (5) Efficiently and compassionately welcome arriving Soldiers and Family members.
- (6) Transport Soldiers and Family members to gaining communities throughout Europe in a timely manner.
- (7) Provide commercial bus contract oversight.
- (8) Manage hotel transient billeting.
- (9) Arrange billeting and meals for Soldiers and Family members who require overnight accommodations at designated international gateway reception centers.

PCS/RGRC Personnel Process Overview



***Patriot Express flight frequency:** Three dedicated flights per week; arrivals can be delayed up to 24 hours due to weather, maintenance, etc.

****Lodging:** Provided lodging for passengers traveling more than two hours to their Military Communities

RGRC Organization Structure



- RGRC currently serves as a Branch under the RSO Division of the 1st HRSC
- Organization includes 8 DACs from USAREUR G1 and 8 Soldiers from the HRSC
- The RGRC operates as a single cell in order to promote cohesiveness throughout, under the mission command of the 21st TSC
- The OIC is a field grade officer who reports to the RSO Division Chief
- The Supervisor of Operations reports to the RGRC Chief and is solely responsible for the synchronization of both Logistics and Operations teams:
 - Provides a link between the Chief and the teams to increase communication
 - Provides direction and oversight to both teams to ensure consistency and socialization of staffing actions
 - Monitors the daily operations of the RGRC and socializes new innovated ideas to the teams for improvements
 - Receives guidance from the Chief on new mission requirements , tasks, and directions from the RSO
 - Provides accurate accountability of the staff and synchronizes work schedules and T2T with team leads



Patriot Express (PE)

What is the PATRIOT EXPRESS?

USTRANSCOM Program - Contracted Commercial Aircraft originating at Baltimore/Washington International Airport (BWI) and transiting to Ramstein Air Base (RAB). Started Feb. 6, 2012, all Department of the Army personnel and family members incoming to U.S. Army in Europe on permanent change of station (PCS) orders with assignments in Germany will use the three-weekly flights from BWI as the first option of travel. Returning personnel stationed in Germany and PCSing to the continental U.S. may also use the flights to BWI as their primary air transportation method. The Army also considers PE flights as a viable transportation method for travelers from Germany on temporary duty (TDY) orders to the Baltimore/D.C. area.

Is it mandatory to use the PE for PCS?

Yes; DOD Guidance (DTR 4500.9R, Chapter 103 and Appendix O) mandates the CTO must book the PE as the First Option for official travel from overseas locations when available (Soldiers, Civilians, and Family Members). It also outlines the order of precedence for booking if the PE does not meet the needs or has negative mission impact.

What has the Army done?

USAREUR shifted the USAREUR Gateway Reception operations from Frankfurt International Airport to RAB to improve force protection and anti-terrorism capabilities for the Army and personnel traveling to and from Germany. USAREUR created PE in coordination with U.S. Transportation Command, U.S. European Command and U.S. Air Forces in Europe, and it is available to all DOD service members, civilians and family members. The Army has updated the assignment and verification processes and coordinated changes to instructions with HRC. The Army is also providing instructions through a MILPER message to Soldiers on assignment to Germany.



Patriot Express (PE)

What continued efforts does the Army have planned for the future?

USAREUR and Installation Management Command-Europe will continue to update their Websites for newcomers to include a Frequently Asked Questions page to address general and new information in preparation for PE.

Why is this important to the Army?

Reception operations at RAB increased force protection by providing secure departure and arrival points and a tighter span of control of inbound and outbound personnel. RSO employees at RAB track flights and possible delays, and receive incoming personnel upon arrival. The PE also adds quality of life for its patrons by offering all the amenities of a traditional international commercial flight, as well as affordable pet travel and processing by military veterinarians and arrival at an English-speaking airport. In addition, vacant seats on the PE may be used for Space-Available Travel, thus increasing opportunities for personnel on leave status to travel to and from Germany and the Baltimore-D.C. areas.



Patriot Express Benefits

Better force protection capability

BWI /Ramstein; Patriot Express provides secure air movement of personnel.

Ramstein/USAGs; allows for secure and loading of buses.

Ramstein AMC terminal is a secure facility within a secure airbase.

FRA Force Protection measures are challenging and costly; FRA is one of the most highly travelled airports in Europe.

Tighter span of control: Consolidation of Personnel (RSO) at Ramstein provides:

Unity of effort at a single secure military passenger terminal.

Co-located with parent unit for C2.

Cost and manpower savings.

Multiple efficiencies allow for significant cost avoidance: All necessary infrastructures in place (reception desk, baggage storage area, personnel staging area, designated pet area, family area, etc.).

Meets space requirements for Reception operations.

Offices with DSN/internet connections and furniture (tables, counters).

Provides a secure area for the processing and onward movement of arriving Soldiers and Family members.

Predictability for Commanders

More standardized arrival and departure times of Soldiers and Family members.

Lead time for Commanders to ensure reception sponsorship of incoming personnel.

Better Quality of Life at point of reception:

Ship Pets, US Forces & EU Customs, Ease of handling and security of baggage.

Terminal has free Wi-fi, children play areas, ATM, Subway food, large USO with snack bar, lounge, computer access, and information desk.

Across the street from KMCC Mall and Hotel



QUESTIONS?